

Community Services and Resources during COVID-19.

Last updated 4/7/2020

*State information during COVID-19: <https://www.mass.gov/info-details/covid-19-guidance-and-directives>

SERVICE	INFO
Housing + Shelter	<p>Evictions: Housing Courts are closed until at least May 4th; https://www.mass.gov/orgs/housing-court</p> <p>Dept. of Housing and Community Development (DHCD) (617-573-1100) covers the following programs: https://www.mass.gov/info-details/covid-19-dhcd-website</p> <p>AHVP (Alternative Housing Voucher Program), must be low-income and disabled and under 60 years old https://www.mass.gov/service-details/alternative-housing-voucher-program-ahvp</p> <p>MA Rental Voucher Program - applicant cannot make more than 50% of federally determined area median income (AMI) https://www.mass.gov/how-to/apply-for-a-rental-voucher</p> <p>RAFT (Rental Assistance for Families in Transition) - family must make below 50% of AMI. Provides up to \$4,000 for families that are homeless or at risk of being homeless. Usually used for rent but can apply to moving expenses or utilities too. https://www.mass.gov/service-details/learn-about-residential-assistance-for-families-in-transition-raft</p> <p>State public housing - applicant usually cannot make more than 80% of AMI. https://www.mass.gov/guides/how-to-apply-for-public-housing</p> <p>Section 8 Housing Choice Voucher Program - family income must be below 30% of AMI. Usually a last resort recommendation as the waiting list is at least 3 years long in most MA municipalities. https://www.mass.gov/service-details/section-8-housing-choice-voucher-program-hcvc</p> <p>Emergency Shelter Hotline (617-573-1106) https://www.mass.gov/how-to/find-emergency-family-shelter</p> <p>Housing for DV survivors: emergency shelter hotline: 617-573-1106 https://www.mass.gov/doc/domestic-violence-brochure/download</p>
Food + Supplies	<p>All WIC Programs are open. *Phone appointments only https://www.mass.gov/forms/apply-for-wic-online</p> <p>School Closure Meal Access—School Meals are available during the COVID-19 Outbreak. Here is the link provided by Project Bread for the state-wide list to find a food source closest to you: https://docs.google.com/spreadsheets/d/1gci-hEqLnqdpn1M6j74fKpgjdQ1F2O6XxVvwcvDkQYI/edit#gid=0</p>

Community Services and Resources during COVID-19.

Last updated 4/7/2020

*State information during COVID-19: <https://www.mass.gov/info-details/covid-19-guidance-and-directives>

SERVICE	INFO
	<p>SNAP (Supplemental Nutrition Assistance Program) Program provides funds to purchase food. https://www.mass.gov/snap-benefits-formerly-food-stamps APPLY FOR SNAP OR CASH ASSISTANCE ONLINE: https://dtaconnect.eohhs.mass.gov/ You can also call the automated DTA Assistance Line at (877) 382-2363 ***SNAP benefits during COVID-19 https://www.masslegalhelp.org/health-mental-health/covid19-snap</p> <p>Pandemic-EBT (additional amount to account for additional meals) *Roll out date TBD *Available to people who are already signed up and have an active EBT card. *Access to those who qualify but who do not have DTA benefits - TBD</p> <p>DTA Frequently Asked Questions During COVID-19 https://www.mass.gov/info-details/dta-covid-19-frequently-asked-questions#EA</p> <p>For concerns with DTA benefits application process contact the Ombuds office at 617-348-5353. https://www.masslegalservices.org/content/31-How-can-the-DTA-ombudsman-Office-help-0</p> <p>***Southcoast Food Policy Council – links to food resources in the area https://www.marioninstitute.org/programs/southcoast-food-policy-council/</p> <p>Online Food Pantry listings: https://www.foodpantries.org/st/massachusetts</p> <p>Project Bread: School Closure Meal Site Finder: https://meals4kids.org/summer Food Source Hotline: 1-800-645-8333 http://www.projectbread.org/news-and-events/news/covid-19-hunger-food.htm</p> <p>School closure meals: https://docs.google.com/spreadsheets/d/1gci-hEqLnqdpn1M6j74fKpgjdQ1F2O6XxVwvcvDkQYI/edit?usp=sharing</p> <p>Greater Boston Food Bank Food Assistance Options https://www.gbfb.org/need-food/</p> <p>Stores with special hours amid the COVID-19: https://whdh.com/news/list-of-stores-with-special-hours-for-people-most-at-risk-of-catching-coronavirus/#.Xnka_eY4HAs.email</p> <p>DTA hotline (877-382-2363) https://dtaconnect.eohhs.mass.gov/</p>

Community Services and Resources during COVID-19.

Last updated 4/7/2020

*State information during COVID-19: <https://www.mass.gov/info-details/covid-19-guidance-and-directives>

SERVICE	INFO
	<p>TAFDC (Temporary Assistance for Families with Dependent Children), must be low-income, US citizen or permanent resident and have a dependent child or child due within 4 months. Program provides cash assistance. https://www.mass.gov/service-details/check-tafdc-eligibility-and-how-to-apply</p> <p>EAEDC (Emergency Aid to the Elderly, Disabled and Children), must be low-income, US citizen or legal noncitizen. Must also be over 65 and waiting for SSI, disabled for over 60 days, taking care of a child not closely related to you, in a rehab program, or taking care of a disabled person who otherwise would be an institution https://www.mass.gov/service-details/check-eaedc-eligibility-and-how-to-apply</p> <p>SSP (State Supplement Program), provides additional assistance to those waiting on social security income payments. Must be aged 65+, blind or disabled, a US citizen or legal noncitizen, and low-income https://www.mass.gov/service-details/learn-about-massachusetts-state-supplement-program-eligibility-and-payments</p> <p>Dept. of Unemployment Assistance Claim Center (617-626-6800) State has waived the waiting period for unemployment and most claims are now processed in one to two weeks. Best to complete process online using Google. https://uionline.detma.org/Claimant/Core/Login.ASPX?_ga=2.234555806.1485227845.1584962994-249089135.1580398922</p> <p>Handbook for claims due to COVID19: https://www.mass.gov/doc/covid-19-unemployment-handbook-initial-claims-filed-on-or-after-march-15-2020/download</p> <p>U.S. Small Business Administration’s Economic Injury Disaster Loan (EIDL) is providing low interest loans to small business owners https://www.empoweringsmallbusiness.org</p> <p>The Greg Hill Foundation is providing assistance to Massachusetts restaurant employees who have been impacted by coronavirus-related closures. They will be providing \$1,000 grants to as many qualifying full-time restaurant workers as possible. info@thegreghillfoundation.org</p> <p>Amazon Prime EBT Discount: https://www.amazon.com/58f8026f-0658-47d0-9752-f6fa2c69b2e2/qualify?ref=us_lt35_help/16256994011</p>
<p>Mass Health</p>	<p>PROTECTION OF MASSHEALTH COVERAGE DURING THE COVID-19 NATIONAL EMERGENCY</p> <p>MassHealth will preserve coverage for all individuals who had MassHealth, Health Safety Net, or Children's Medical Security Plan, on March 18, 2020 and for all individuals approved for coverage during the COVID-19 national emergency, and for one month after the emergency period ends. Coverage will only end if: <i>an individual voluntarily withdraws their coverage, if they are no longer a Massachusetts resident, or if they are deceased.</i></p>

Community Services and Resources during COVID-19.

Last updated 4/7/2020

*State information during COVID-19: <https://www.mass.gov/info-details/covid-19-guidance-and-directives>

SERVICE	INFO
<p>Communication Needs</p>	<p>XFINITY WiFi Network availability during COVID-19: https://corporate.comcast.com/covid-19 Comcast is giving up to 2 months of free internet to low-income families due to Covid-19 since many schools are closing and having online classes. They can sign up through this website: https://www.internetessentials.com</p> <p>Lifeline Services The Lifeline Program provides a monthly benefit to reduce or eliminate the cost of one communications service for qualified households. https://www.mass.gov/service-details/lifeline-services Members can also call the Department of Telecommunications and Cable's hotline, 800-392-6066, for assistance in applying or to get support with any challenges in the process (e.g., eligibility verification). Medicaid and Lifeline databases are linked to enable automatic verification; if the system does not automatically verify eligibility, an individual will need to submit a copy of their MassHealth card with their application.</p> <p>Safelink (government funded) phone program for low income families receiving Masshealth or Medicaid. https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html#!/accessibilityPage</p>
<p>Utilities</p>	<p>The Department of Public Utilities has communicated with utility companies to prevent them from shutting off residents' power during the governor's state of emergency: DPU Letter https://www.mass.gov/doc/covid-19-shutoff-moratorium-eversource-and-national-grid/download</p> <p>LIHEAP (Low Income Heat Energy Assistance Program) 800-632-8175, available November-April 30. Service providers can be found here: https://www.mass.gov/doc/fuel-assistance-program-brochure-for-the-2019-2020-heating-season/download</p>
<p>Education</p>	<p>Massachusetts Education Information: https://www.mass.gov/info-details/covid-19-guidance-and-directives#education</p> <p>Educational resources: extensive list of learning opportunities http://www.doe.mass.edu/covid19/ed-resources.html</p> <p>Free online learning apps including ABCmouse for students whose schools have closed as a result of Covid-19. Someone from the school needs to apply at the following link and they will then provide information to impacted students https://www.ageoflearning.com/schools</p> <p>FROM AUDIBLE: While schools are closed, Audible is open! Kids everywhere can instantly stream a collection of stories, including titles across six different languages, that will help them continue dreaming, learning, and just being kids. All stories are FREE to stream on desktop, laptop, phone or tablet. Explore the collection, select a title and start listening... It's that easy." https://stories.audible.com/discovery</p> <p>Special Needs Advocacy Network, Inc (SPAN): http://spanmass.org/covid-19.html *Holding several online case discussion groups in April 2020 https://spanmass.org/discussion-groups-and-iep-clinics.html</p>
<p>COVID-19 Information</p>	<p>www.mass.gov/COVID19 https://www.thenationalcouncil.org/covid19/</p>

Community Services and Resources during COVID-19.

Last updated 4/7/2020

*State information during COVID-19: <https://www.mass.gov/info-details/covid-19-guidance-and-directives>

SERVICE	INFO
	<p>https://www.mass.gov/info-details/covid-19-information-about-dmh-programs-and-services</p> <p>BOUY System (Symptom Checker): http://www.buoy.com/mass *For self-diagnosis, not to be in place of needed medical care.</p> <p>Teaching children about germs and hand washing – Activity (video): https://www.youtube.com/watch?v=4AFhFalmosY</p> <p>24/7 non-emergency hotline (211) for information on the COVID19 outbreak State number for reporting infectious disease (617-983-6800), can call if you suspect you or someone you know has coronavirus, used as backup to 211 and local health dept.</p> <p>MA TEXTING ALERT SYSTEM In order to receive up-to-date information, MA residents subscribe to the State COVID-19 alert system by texting: COVIDMA to 888-777 You can also call the informational and referral hotline, 211.</p> <p>VOLUNTEER OPPORTUNITIES. MA RESPONDS has an online registration system for public health, healthcare, and emergency response volunteers. For those interested in becoming a volunteer responder during COVID-19, MA Responds needs volunteers of all skill levels and backgrounds from both medical and non-medical professions. If you are a licensed or certified health care provider, a public health professional, a retiree, or are an individual with an interest in helping the community, go to the following site to complete the secure online registration https://www.maresponds.org</p> <p>State Funeral Assistance - funerary expenses cannot exceed \$3,500, state will cover up to \$1,100. 617-348-8420 https://www.mass.gov/service-details/who-can-apply-for-funeral-and-burial-payment-assistance</p>
<p>Spiritual Virtual Resources</p>	<p>Archdioceses of Boston: https://www.bostoncatholic.org</p> <p>Buddhist Services: https://www.buddhistchurchesofamerica.org</p> <p>Christian Churches: https://www.christianworldmedia.com/wordstream/live-service-guide</p> <p>Episcopal Dioceses of MA: https://www.diomass.org</p> <p>Islamic Prayer Times and Calendar: https://icdonline.org/prayer-times</p> <p>Jewish Services: http://simshalom.com</p> <p>LifeTeen: https://lifeteen.com/cym/subscribe/?gclid=EAlaIqobChMIw4_6tc3W6AIVBonICh1hLw3iEAAAYASAAEgLW_vD_BwE</p>
<p>Activities</p>	<p>Go Noodle https://www.gonoodle.com</p> <p>Parks and walking trails https://www.mass.gov/info-details/massachusetts-state-parks-covid-19-update</p>
<p>Emotional Health + Well Being</p>	<p>Contact Samaritans 24/7. Call or text our 24/7 helpline any time at 1-877-870-4673.</p> <p>Contact Crisis Text Line by texting HOME to 741741</p>

Community Services and Resources during COVID-19.

Last updated 4/7/2020

*State information during COVID-19: <https://www.mass.gov/info-details/covid-19-guidance-and-directives>

SERVICE	INFO
	<p>Contact SAMHSA's Disaster Distress Helpline. The Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.</p> <p>Contact the Massachusetts Emergency Services Program/Mobile Crisis Intervention (ESP/MCI) – 1-877-382-1609</p> <p>Family and Community Resources, Inc. For Domestic Violence. FCR is still up and running with the adjustment of working remotely. Their 24-hour hotline is still going and survivors are able to reach an advocate at any time at 508-583-6498. They continue to assist survivors remotely with the assistance of both phone and Zoom platforms. They are also <u>still</u> actively working to house survivors of Domestic Violence within their Rapid Re-Housing Program.</p> <p>Call the National Domestic Violence Hotline: 800-799-7233</p> <p>DCF Child At Risk Hotline: 800-792-5200</p> <p>National Suicide Prevention Hotline: 800-273-8255 https://suicidepreventionlifeline.org</p> <p>Guide on talking to children about COVID-19: https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource</p> <p>The Disaster Distress Helpline 1-800-985-5990 is a national hotline for immediate crisis counseling for people experiencing emotional distress from a disaster including the Covid-19 outbreak. It is open 24/7/36</p>
<p>Virtual Supports for AA, NA and Mental Health Recovery</p>	<p>General recovery: Addiction Recovery Guide: provides an overview of online groups, message boards, etc. as well as helpful recovery-oriented apps to download and holistic approaches from online coloring to meditations https://www.addictionrecoveryguide.org</p> <p>AA meetings: AA Chats: online chat rooms https://aachats.org AA Intergroup: audio and video meetings through phone and/or Zoom http://aa-intergroup.org/directory.php AA Online Meeting: Skype audio calls https://www.aonlinemeeting.net</p>

Community Services and Resources during COVID-19.

Last updated 4/7/2020

*State information during COVID-19: <https://www.mass.gov/info-details/covid-19-guidance-and-directives>

SERVICE	INFO
	<p>NA meetings: Virtual NA: via phone, Zoom and other platforms https://virtual-na.org/meetings Never Alone: 24/7 chat room https://www.neveraloneclub.org</p> <p>Mental health supports online: 7 Cups: free 24/7 chat rooms and other supports https://www.7cups.com For Like Minds: online mental health support https://www.forlikeminds.com</p> <p>Emotions Anonymous: Skype, Facebook messenger, phone, and other support groups for those seeking to improve their emotional wellbeing https://emotionsanonymous.org</p> <p>Mental health supports text or phone: NAMI Crisis Text Line: open 24/7, text NAMI to 741741 Warm Lines (peer support lines, alternative to a crisis line, for non-urgent matters): (877) 733-7563, (888) 407-4515 Crisis Line: Call 800-273-TALK (8255), press 1 for veterans; chat, or text 838255</p>
<p>Emergency Child Care Programs</p>	<p>EMERGENCY CHILDCARE - Do not contact an emergency child care program unless you require emergency, back-up, drop-in care. <i>This resource is for Essential Workers or someone in need of Emergency Childcare.</i> MA Department of Early Education and Care website for details https://eeced.force.com/apex/EEC_ChildCareEmergencyParents List of Emergency Childcare Sites available across the State https://eeced.force.com/resource/1584913293000/EEC_EmergencyProviderList</p>
<p>Transportation</p>	<p>MBTA: Reduced MBTA transportation beginning 03/22/2020. Visit the MBTA website for ongoing service updates: www.mbta.com/covid19</p>
<p>DTA</p>	<p>Closed effective 3/18/2020 until further notice. https://www.mass.gov/orgs/departments-of-transitional-assistance</p>
<p>RMV</p>	<p>Operating with limited service. https://www.mass.gov/info-details/rmv-covid-19-information</p>
<p>Courts</p>	<p>Courts will be closed to the public March 18, 2020 until at least May 4, 2020. The only matters that will be heard in-person in Massachusetts state courthouses are emergency matters that cannot be held by videoconference or telephone. Each of the seven Trial Court departments will define emergency matters for their departments in new standing orders that will be issued today. https://www.mass.gov/alerts/supreme-judicial-court-restricts-court-appearances-to-emergency-matters#undefined</p> <p>Guidance on how to obtain a 209A during COVID-19: https://www.masslegalhelp.org/domestic-violence/covid-19/209A-258E</p>

Community Services and Resources during COVID-19.

Last updated 4/7/2020

*State information during COVID-19: <https://www.mass.gov/info-details/covid-19-guidance-and-directives>

SERVICE	INFO
<p>Department of Unemployment</p>	<p>To assist individuals who cannot work due to the impact of COVID-19, the Baker-Polito administration has filed emergency legislation and emergency regulations that allow people impacted by COVID-19 to collect unemployment if their workplace is shut down.</p> <p>https://www.mass.gov/resource/information-on-unemployment-and-coronavirus-covid-19</p>
<p>Telehealth Information Webinars + Training Info for providers</p>	<p>American Psychological Association: Telepsychology Best Practice 101 Series Webinar (free for a short period of time) https://apa.content.online/catalog/product.xhtml?eid=15132</p> <p>CBHI Knowledge Center/DMH: How To Get The Most Out Of Supervision (free) https://events.r20.constantcontact.com/register/eventReg?oeidk=a07egglptet773b8fa3&oseq=&c=&ch=</p> <p>Association For Behavioral Healthcare (ABH): https://www.abhmass.org/publications-reports/downloads/2258-telehealth-guidance-and-resources.html</p> <p>Association of Social Work Board (ASWB): https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet</p> <p>Free Virtual Team Building Activities: https://training-wheels.com/trainings-workshops/staff-training</p> <p>Dealing With Stress in Disasters: Building Psychological Resilience http://sites.bu.edu/masslocalinstitute/2011/10/19/dealing-with-stress-in-disasters</p> <p>Grief during the COVID-19 Outbreak (Article): https://hbr.org/2020/03/that-discomfort-youre-feeling-is-grief</p> <p>Telehealth 101: Providing care amid COVID-19 (4/9/20 - Beacon Health): https://beaconhealthoptions.zoom.us/webinar/register/WN_QBDA2MzqT3CuDssa7viOEQ</p>
<p>Telehealth Therapy Ideas</p>	<p>Interventions and Online Therapy for Children and Youth: https://www.guidancett.com/blog/interventions-for-online-therapy-with-children-and-youth-2020</p>